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There are a number of reasons why the performance of the Portland, OR Hearing Office is below average.

- The hearing office lost staff and was unable to replace them as our budget was under funded. This significantly affected our ability to address the increased receipts and the cases pending. Low performance can also be attributed to low-producing ALJs.
 - In FY 2004, the staffing ratio was 4.11 and decreased to 3.73 in FY 2007. We plan to hire 4 ALJs and 3 support staff for the Seattle Region.
 - In FY 2004, receipts were 1.65 per ALJ per day and increased to 2.41 in FY 2007.
 - In FY 2004, the pending was 5,455 and increased to 7,491 by the close of FY 2007 due to low ALJ productivity. However, appropriate action has been taken to improve ALJ productivity. In addition, we will be placing two new ALJs in Eugene and two in Portland.
- Aggressive management steps have been taken to address the workload. Actions taken include:
 - Assistance with Decision Writing
 - Video Hearings for Aged Cases
 - Streamlined Case Pulling
 - Portland was selected for centralized printing and mailing.
 - As of May 1st, the Salem Remote Site is now the jurisdiction of the Eugene Hearing Office. This will reduce Portland's pending by approximately 1,000 cases.